

# ALAIN IGBAN

## Cloud Support Engineer

+971 56 435 9497

<https://github.com/apigban>

@alain@apigban.com

Dubai

<https://www.linkedin.com/in/apigban/>

## SUMMARY

I am a Cloud Support Engineer passionate about using my expertise in multi-cloud computing platforms, Kubernetes, and Red Hat systems to enhance customer experience. Actively contributes to building team capabilities through mentorship, knowledge sharing, and effective problem-solving. Eager to apply comprehensive technical knowledge and a proactive approach to troubleshooting and process improvement to support the continued success and innovation in cloud and on-premises environments.

## CERTIFICATIONS

### RHCE: Red Hat Certified Engineer

Red Hat: [Verify Link](#)

### CKS: Certified Kubernetes Security Specialist

The Linux Foundation: [Verify Link](#)

### Microsoft Certified: Azure Administrator Associate

Microsoft: [Verify Link](#)

### RHCSA: Red Hat Certified Systems Administrator

Red Hat: [Verify Link](#)

### CKA: Certified Kubernetes Administrator

The Linux Foundation: [Verify Link](#)

### Microsoft Certified: Azure Solutions Architect Expert

Microsoft: [Verify Link](#)

## EXPERIENCE

09/2020 - Present

United Arab Emirates

### Cloud Support Engineer

#### Core42

I've provided technical support to customers through troubleshooting complex problems, and migrating data from on-premises to cloud environments.

- Supported over 300 cloud environments with a combined user base exceeding 5000.
- Improved customer resolution rate by refining support processes and enhancing team training.
- Used GitLab, forgejo actions and ansible-semaphore for CI/CD pipelines
- Performed troubleshooting on Kubernetes clusters and deployments:
  - Resolved network connectivity issues involving cloud platform load balancers, nginx ingress and service traffic flow issues.
  - Tracked down causes of microservices and node failure.
  - Mounted external non-cloud native persistent storage to pods.
- Created and maintained a knowledge base of support articles and FAQs to help new engineers learn quickly.
- Performed routine cloud server maintenance tasks for IaaS (using RHEL and Ubuntu Operating Systems), such as monitoring performance, checking logs, updating software, and installing patches.
- Used Ansible, Terraform and Pulumi for provisioning resources in multi-cloud environments
- Provided technical support by responding to inbound calls or emails customers who had technical and licensing issues with Red Hat and Windows server virtual machines.
- Used Serverless Compute (AWS Lambda, Azure Functions) to create python and go (Golang) scripts to automate infrastructure creation and configuration
- Integrated Azure Logic Apps and PowerAutomate Cloud Flows to Jira through webhooks and premium connectors

core42

01/2019 - 07/2020

United Arab Emirates

### Systems Engineer (DevOps / Linux Administration)

#### ValueMentor

Managed complex DevOps and system engineering projects, optimizing infrastructure and enhancing security operations at scale.

- Developed a build-test-release CI/CD pipeline for SOC tool SIEM
- Created streaming ETL pipeline, enriching data with threat intelligence using Apache Kafka and MISP
- Converted infrastructure docs to IaC using GitLab for version control, Ansible for configuration, Terraform for IaC, Docker for app deployment, Packer for automating image builds
- Achieved 99.9% uptime by successfully implementing redundant systems and failover protocols
- Reduced infrastructure and licensing costs by migrating to a Proxmox (KVM) Cluster
- Managed 100+ Linux servers and containerized services
- Monitored servers, containers using Prometheus, Grafana
- Consulted on AWS lift-and-shift and containerization strategies



10/2017 - 01/2019

Philippines

### Information Security Engineer

#### Ion Management Solutions

Technical Lead for Security Information and Event Management (SIEM) deployments

- Lead teams in deploying SIEM solutions to enhance security infrastructure.
- Collaborate with stakeholders to understand security needs and customize SIEM configurations.
- Ensure seamless integration of SIEM tools with existing IT systems.
- Conduct training sessions for team members on new SIEM features and updates.
- Monitor and optimize SIEM performance for efficient threat detection.



## EXPERIENCE

05/2016 - 10/2017

Philippines

- Information Security Analyst

**Ion Management Solutions**

Company Description

- Fine-tuned threat detection systems (SIEM, IPS)
- Installed security solutions, firewall, SIEM, IPS/IDS, NACs on customer sites
- Deployed open-source security solutions for in house security tool benchmarking



## EDUCATION

01/2016 - 12/2017

- Network Engineering and System Administration, Computer and Information Sciences and Support Services

**University of the Philippines**

01/2007 - 12/2012

- Bachelor's degree, Biological Engineering

**Mapua Institute of Technology**

01/2007 - 12/2012

- Bachelor's degree, Chemistry

**Mapua Institute of Technology**